

जागतिक बँक सहाय्यित महाराष्ट्र जिल्हास्तरीय विकासास चालना देण्यासाठी संस्थात्मक क्षमता सक्षमीकरण प्रकल्पांतर्गत (Maharashtra Strengthening Institutional Capabilities in Districts for Enabling Growth Project - MahaSTRIDE) सामान्य प्रशासन विभागांतर्गत (प्र.ना.उ आणि सु.) प्रकल्प अंमलबजावणी कक्ष स्थापन करण्याबाबत..

महाराष्ट्र शासन
सामान्य प्रशासन विभाग
शासन निर्णय क्रमांक :GAD/82/2025-GAD-Lokshahi Din
हुतात्मा राजगुरु चौक, मादाम कामा मार्ग
मंत्रालय, मुंबई-४०० ०३२
दिनांक:- १२ जून, २०२५

संदर्भ:- १. नियोजन विभाग, शासन निर्णय क्रमांक:- डब्ल्युबीके-२०२४/प्र.क्र.१३/का.१४१७, दि.१४.०३.२०२४
२. नियोजन विभाग, राज्य सुकाणु समितीची दिनांक २० जानेवारी, २०२५ रोजी झालेल्या बैठकीचे इतिवृत्त
३. सामान्य प्रशासन विभाग, जागतिक बँकेच्या सहाय्यित महास्ट्राईड प्रकल्पांतर्गत मा.मुख्य सचिव यांच्या अध्यक्षतेखाली दि.११.०२.२०२५ रोजी झालेल्या बैठकीचे इतिवृत्त.
४. मित्र या संस्थेकडील क्र.मित्र/महास्ट्राईड/पअंक/प्र.क्र.१६५/२०२४/१९९ (A), दि.३० मे, २०२५ रोजीचे पत्र.

प्रस्तावना :-

जागतिक बँक सहाय्यित महाराष्ट्र जिल्हास्तरीय विकासास चालना देण्यासाठी संस्थात्मक क्षमता सक्षमीकरण प्रकल्पास (Maharashtra Strengthening Institutional Capabilities in Districts for Enabling Growth Project- MahaSTRIDE) नियोजन विभागाच्या संदर्भाधीन क्र.१ च्या शासन निर्णयान्वये मान्यता देण्यात आली आहे. सदर शासन निर्णयानुसार राज्यातील विविध शासकीय कार्यालयांमध्ये प्रकल्प अंमलबजावणी कक्ष व सदर प्रकल्पांतर्गत मा.मुख्य सचिव यांच्या अध्यक्षतेखाली राज्य सुकाणू समितीच्या २० जानेवारी, २०२५ रोजी झालेल्या बैठकीत सामान्य प्रशासन विभागांतर्गत (प्र.ना.उ आणि सु.) प्रकल्प अंमलबजावणी कक्ष (Project Implementation Unit) स्थापन करण्यास मान्यता देण्यात आली आहे. तसेच मित्र या संस्थेकडून संदर्भाधीन क्र.४ च्या पत्रान्वये महाराष्ट्र राज्य सेवा हक्क अधिनियमाच्या प्रभावी अंमलबजावणीसाठी स्थापन करावयाच्या अंमलबजावणी कक्षाच्या रचनेस मान्यता देण्यात आली आहे. त्यानुसार सामान्य प्रशासन विभागांतर्गत (प्र.ना.उ आणि सु.) प्रकल्प अंमलबजावणी कक्ष स्थापन करण्याची बाब शासनाच्या विचारधीन होती.

शासन निर्णय :-

जागतिक बँक सहाय्यित महाराष्ट्र जिल्हास्तरीय विकासास चालना देण्यासाठी संस्थात्मक क्षमता सक्षमीकरण प्रकल्पांतर्गत (Maharashtra Strengthening Institutional Capabilities in Districts for Enabling Growth Project- MahaSTRIDE) महाराष्ट्र राज्य सेवा हक्क अधिनियमाच्या प्रभावी अंमलबजावणीसाठी या विभागांतर्गत प्रकल्प अंमलबजावणी कक्ष स्थापन करण्यास मान्यता देण्यात येत आहे.

२. सदर प्रकल्प अंमलबजावणी कक्षासाठी आवश्यक मनुष्यबळ खालीप्रमाणे राहिल.

PIU Key Experts Team Composition

Role	Total no.
Consultant	०१
Associate Consultant IT & Data Analytics	०१
Associate Consultant	०१
TOTAL	०३

३. उपरोक्त नमूद मनुष्यबळाची शैक्षणिक पात्रता व कार्यकक्षा (Scope of work) विवरणपत्र-अ प्रमाणे राहिल. सदर मनुष्यबळ निवड प्रक्रिया ही शासनाने विहित केलेल्या कार्यपद्धतीनुसार करण्यात येईल.

४. प्रकल्प अंमलबजावणी कक्षासाठी आवश्यक असणारे मनुष्यबळाच्या/सल्लागारांच्या पदावर होणारा खर्च फलश्रुतीधारित (P for R) या घटकातून करण्यात येईल व सदर बाबींसाठी होणारा खर्च हा Budget Head: ३४५१, Secretariat- Financial Services ००, ०९२, Other Offices (००) (००) (०४) Maharashtra Strengthening Institutional Capabilities in Districts for enabling growth Project MahaSTRIDE (Program for Results) (World Bank External Share ७०%) Scheme (३४५१A२३३) या लेखाशिर्षातर्गत भागविण्यात येईल.

५. सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संकेतांक २०२५०६१२१३१२४७४८०७ असा आहे. सदर शासन निर्णय डिजीटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्र राज्यपाल यांच्या आदेशानुसार व नावाने.

(गोविंद पवार)

अवर सचिव, महाराष्ट्र शासन

प्रत :-

१. मा.राज्यपाल, महाराष्ट्र राज्य यांचे प्रधान सचिव, राजभवन, मुंबई
२. मा.सभापती, महाराष्ट्र विधानपरिषद, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई
३. मा.अध्यक्ष, महाराष्ट्र विधानसभा, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई
४. मा.विरोधी पक्षनेता, विधानपरिषद/विधानसभा, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई
५. मा.उप सभापती, महाराष्ट्र विधानपरिषद, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई
६. मा.मुख्यमंत्री, महाराष्ट्र राज्य यांचे अपर मुख्य सचिव/प्रधान सचिव/सचिव, मंत्रालय, मुंबई
७. मा.उप मुख्यमंत्री (नगर विकास, गृहनिर्माण), महाराष्ट्र राज्य यांचे सचिव, मंत्रालय, मुंबई
८. मा.उप मुख्यमंत्री (वित्त व नियोजन), महाराष्ट्र राज्य यांचे सचिव, मंत्रालय, मुंबई
९. मा.मुख्य सचिव यांचे उप सचिव, मुख्य सचिवांचे कार्यालय, मंत्रालय, मुंबई
१०. अपर मुख्य सचिव, नियोजन विभाग, मंत्रालय, मुंबई

११. महालेखापाल (लेखा व अनुज्ञेयता), महाराष्ट्र, मुंबई/नागपूर
१२. महालेखापाल (लेखा परीक्षा), महाराष्ट्र, मुंबई/नागपूर
१३. मुख्य कार्यकारी अधिकारी, मित्र, निर्मल भवन, मुंबई
१४. संचालक, लेखा व कोषागारे, मुंबई
१५. निवडनस्ती, कार्यासन लोकशाही दिन कक्ष, सामान्य प्रशासन विभाग, मंत्रालय, मुंबई

विवरणपत्र-अ

Qualification Requirements & Roles and Responsibilities for the Key Experts:-

Sr. No		Roles and Responsibilities
१	<p>Consultant</p> <p>Essential Education Qualification:</p> <ul style="list-style-type: none"> ➤ Post-Graduation in Business Administration (MBA or equivalent) <p>Relevant Project Experience:</p> <ul style="list-style-type: none"> ➤ Minimum ५ years of relevant work experience, as consultant in public service delivery, public sector reform and monitoring and evaluation. ➤ Knowledge of working of Government Departments and developing strategies through Experience of working as a Consultant, public services, Capacity Building, Stakeholder Engagement in State or Central government projects ➤ Should be well-versed in spoken and written Marathi. 	<p>A) Provide overall leadership and strategic direction for the consultancy project under GAD (AIE&GG)</p> <p>B) Serve as the primary liaison with state government departments, municipal corporations, and district authorities to ensure alignment with policy priorities and service delivery goals.</p> <p>C) Ensure effective implementation across key components: Data Management, Capacity Building, Government Process Re-engineering (GPR), and Stakeholder Consultation.</p> <p>D) Guide the development of data systems, performance dashboards, and analytics for monitoring service delivery.</p> <p>E) Design and implement robust operational frameworks for capacity building, real-time response coordination, and multi-agency collaboration.</p> <p>F) Facilitate integration of advanced technologies and systems into government operations, ensuring scalability, sustainability, and responsiveness.</p> <p>G) Monitor project outcomes, document best practices, and provide policy inputs to improve efficiency, transparency, and citizen-centric service delivery.</p> <p>H) Plan, coordinate, and oversee the organization and delivery of training programs for government officials and Aaple Sarkar Service Centre Operators (VLEs), in collaboration with YASHADA and empanelled master trainers.</p> <p>I) Monitor, review, and update digital training content and e-modules for various stakeholders to ensure alignment with evolving service delivery mechanisms.</p>

		<p>J) Coordinate training activities related to the Upgraded RTS Portal, including integration with the e-training system and regular content updates in consultation with the system integrator.</p> <p>K) Develop and implement divisional and district-level training and workshop plans for government personnel, in accordance with the guidelines issued by the GAD, AIEGG.</p> <p>L) Integrate and promote Mission Karmayogi training frameworks within departmental capacity building plans, fostering a culture of continuous learning, behavioral change, and citizen-centric governance.</p>
२	<p>Associate Consultant – IT</p> <p>Essential Education Qualification:</p> <p>➤ Master's in data Analytics/ MBA or equivalent /IT/ Data Science or equivalent.</p>	<p>A) Collect, collate, and analyse service delivery data across the Right to Services (RTS) ecosystem to monitor performance, identify trends, and generate actionable insights for governance improvement.</p> <p>B) Identify, document, and analyse best practices in RTS implementation nationwide and recommend their integration into the state's processes.</p> <p>C) Monitor the effective functioning of the Upgraded RTS Portal, ensuring operational continuity, timely issue resolution, and alignment with stakeholder needs.</p> <p>D) Oversee the periodic review and monitoring of district and divisional RTS websites to ensure accurate dissemination of information regarding notified services, designated officers, and appellate authorities.</p>
	<p>Optional Additional Qualification:</p> <p>➤ Big Data / Data Analytics Tool Certification. Certified SOA Integration Professional/ Microsoft Certified: Azure Integration and Security/ Boomi Professional Integration Developer Certification or Similar other certifications</p>	<p>E) Ensure integration of departmental portals with the Upgraded RTS system to enable seamless data flow, unified access, and consolidated reporting.</p> <p>F) Lead system integration efforts and manage interoperability across various e-governance platforms and IT systems related to public service delivery.</p>

	<p>Relevant Project Experience:</p> <ul style="list-style-type: none"> ➤ At least ३ years of direct experience in enterprise-level system integration, data modelling, and data analytics. ➤ Experience of analytics project in e-Governance Projects/ Private sector Projects/ multilateral funding projects. ➤ Experience in the linking of cross-functional platforms between disparate business units and systems. business and technical requirements analysis, business process modelling/mapping and methodology development, and data mapping ➤ Experience with automated integration tools, including Microsoft SQL Data Transformation Services, Microsoft SQL Server Integration Services, PowerShell, Transact SQL and others. 	<p>G) Conduct technical and business analysis, including process mapping and data modelling, to support evidence-based decision-making and system design.</p> <p>H) Utilize automation tools (e.g., Microsoft SQL, PowerShell) to enhance data management, process automation, and real-time monitoring capabilities.</p> <p>I) Collaborate with consultants and cross-functional teams to drive Government Process Re-engineering (GPR) and IT modernization initiatives.</p> <p>J) Ensure compliance with IT governance and cyber security standards, protecting sensitive citizen and departmental data across systems.</p> <p>K) Provide comprehensive technical documentation, user manuals, and training materials; extend ongoing support to stakeholders for system usage and troubleshooting.</p> <p>L) Ensure incorporation of enhancements and features in the Upgraded RTS Portal as per directives from the GAD, AIEGG, through coordination with authorized vendors.</p>
३	<p>Associate Consultant</p> <p>Essential Education Qualification:</p> <ul style="list-style-type: none"> ➤ Post Graduation in Public Administration/ Business Administration/ MBA or equivalent degree 	<p>A) Conduct Government Process Re-engineering (GPR) for identified service areas of State Government departments to enhance efficiency and transparency.</p> <p>B) Map “as-is” business processes and workflows to identify redundancies and inefficiencies within departmental service delivery.</p> <p>C) Design “to-be” processes by analyzing decision layers, service timelines, and required documentation for improved G2G, G2B, and G2C delivery.</p> <p>D) Collaborate with departmental study groups and officials to ensure effective implementation of BPR outcomes.</p>

<p>➤ Relevant Project Experience: ०-२ years of relevant work experience in working in government and/or consulting in areas related to public service delivery, public sector reform and monitoring and evaluation. Should be well-versed in spoken and written Marathi.</p>	<p>E) Maintain regular coordination and communication with district offices, GAD, Planning Department, MITRA, and other key government agencies. F) Facilitate stakeholder consultations with implementing agencies, private sector entities, academic institutions, and think tanks. G) Organize and participate in review meetings and cross-sectoral engagement efforts to ensure inclusive governance. H) Undertake any additional responsibilities as assigned by the General Administration Department (GAD) or AIEGG.</p>
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Scope of Work

The PIU will support General Administrative Department in implementing the Result Area II on the following areas:

The proposed Program aims to address the challenges by improving the speed, quantity, and quality of services provided by the Upgraded RTS portal, alongside streamlining identified service areas. Access to services by vulnerable/ marginalized community groups tracked and reported through beneficiary feedback reports (Upgraded RTS portal). Detailed components are described below :

Sr.No.	Scope Item
१.	<p>Government Process Re-Engineering (GPR) of identified service areas.</p> <ul style="list-style-type: none"> ➤ Conducting all the processes related to Government Process Re-engineering (GPR) of various departments of the State Govt. that includes: <ul style="list-style-type: none"> A) Study of Government processes and organization structure of government department. B) Preparation of "as-is process maps" and workflow charts to understand and eliminate duplications and redundancies and overcome them with better solutions. C) Identification and analysis of gaps and proposing "to-be processes" i.e. the process including decision-making layers, time taken at each level and requisite documents required for delivery of a particular service for improved and efficient delivery of G2G, G2B and G2C services. ➤ In order to do all the above, work closely with the study groups appointed by various government departments for the GPR of the services being rendered by them.
२.	<p>Training, Monitoring and Capacity Building :-</p> <ul style="list-style-type: none"> A) Coordinating, organizing, conducting and monitoring training programs for officials and Aaple Sarkar Service Centre Operators (VLEs) through YASHADA and master trainers.

	<p>B) Coordination and follow-up with different government departments, training agencies, and master trainers to impart training.</p> <p>C) Monitoring and updation of e-training modules for various stakeholders.</p> <p>D) Co-ordination of training activities of Upgraded RTS portal and periodical updation with the e-training system integrator.</p> <p>E) Prepare training and workshops plans, conduct training programs for Government officials and staff across divisions and districts, as per the requirements under the MahaSTRIDE Operation as per the requirements given by GAD (AIE&GG). Prepare, update and monitor e- training modules for various stakeholders.</p>
३.	<p>Data Analytics</p> <p>A) Data analytics, data collating, compilation and data mining; monitoring service delivery trends and culling out learnings.</p> <p>B) Benchmarking RTS services and practices viz-a-viz other states;</p> <p>C) Identifying best practices in RTS and analyzing the same to incorporate them in prevalent processes in the state.</p> <p>D) Monitoring the smooth working of Upgraded RTS portal;</p> <p>E) Monitoring district and divisional websites for dissemination of information of RTS and all the notified services and the designated officers/ appellate authorities.</p>
४.	<p>IT support</p> <p>A) Monitoring the smooth working of Upgraded RTS portal;</p> <p>B) Monitoring district and divisional websites for dissemination of information of RTS and all the notified services and the designated officers/ appellate authorities.</p> <p>C) System Integration: Lead the integration of various IT systems, especially for government service delivery.</p> <p>D) Technical Analysis: Conduct business and technical requirements analysis, process mapping, and data modeling.</p> <p>E) Automation Tools: Use integration tools like Microsoft SQL and PowerShell to ensure data flow.</p> <p>F) Collaboration: Work with other consultants and teams on Government Process Re-engineering (GPR).</p> <p>G) Compliance & Security: Ensure systems meet compliance and security standards.</p> <p>H) Documentation & Support: Provide technical documentation, training, and ongoing support.</p> <p>I) To ensure incorporation of the relevant features/ addition in the upgraded RTS portal as per the directions of the GAD (AIE&GG) through the authorized vendor.</p> <p>J) To monitor and provide relevant integration with independent portals of various departments of the State government and data collation of the portal.</p>

५.	Co-ordination and Communication :- To establish and maintain effective communication channels with Maharashtra State Commission for Right to Services, District Offices, state government departments & agencies (MITRA), and other stakeholders.
६.	Stakeholder Engagement :- Facilitate consultations and meetings with stakeholders (including all implementing agencies, other state departments, private sector stakeholders, academic institutions and think tanks) to ensure active participation.
७.	Or any other task assigned from time to time by GAD (AIE&GG).